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Services

**LAUNDRY, DRY CLEANING, AND LINEN
EXCHANGE**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFPD 34-2, *Air Force Community Service Programs*, by providing guidance and procedures for Government-owned and operated (GOGO) laundry, dry cleaning, and linen exchange operations. This instruction directs collecting and maintaining information subject to the Privacy Act of 1974 authorized by 10 U.S.C. 8013. Personnel operating laundry, dry cleaning, and linen exchange services collect personal identification data when receiving payment by personal check and when preparing DD Form 200, Financial Liability Investigation of Property Loss and Standard Form 1034, Public Voucher for Purchase and Services Other Than Personnel. Department of Defense Directive 7410.4, Industrial Fund Policy, 1 July 1988, authorizes collecting, maintaining, using or distributing personal data. Before asking for information, the requester shows and upon request, gives an individual a Privacy Act Statement (PAS) for each form, format, or form letter used to collect personal data. This instruction does not apply to the Air National Guard.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This publication implements the realignment of Services publications from AFPD 34-9 to AFPD 34-2. This is the second publication of AFI 34-252, revising the initial AFI 34-901, 19 July 1994. It provides updated instructions relating to the funding conversion of Defense Business Operations Fund to base operation and maintenance (O&M) funding for the operation of an Air Force laundry and dry cleaning plant in Section A. The updated instructions mainly refer the reader to the new AFMAN 34-253, *Laundry, Dry Cleaning, and Linen Exchange*, to reduce duplication. This revision also provides clearer guidance on providing a base linen exchange in **Section B**. In **Section C**, the responsibilities of all activities were updated to match the changes made in the preceding sections. A glossary of references, abbreviations, and acronyms was added.

Section A—Laundry and Dry Cleaning Services and Operations

1. Authorized Customers. Organizations and individuals authorized to use Air Force laundry and dry cleaning facilities are listed in AFMAN 34-253

2. Using Contract Services. A laundry and dry cleaning plant may operate as a Government-owned, Government-operated (GOGO) facility when no other economically feasible options exist. The two alternatives to a GOGO are:

2.1. A Contractor-owned, Contractor-operated (COCO) contract. A contract may be made with a commercial laundry and dry cleaning facility to process items of Government property and other articles authorized to be cleaned using appropriated funds (APF).

NOTE:

Individual laundry and dry cleaning work loads must not be included in the statement of work. An agreement may be negotiated with a contractor to provide individual service when this service is not available through the Army and Air Force Exchange Service.

2.2. A Government-owned, Contractor-operated (GOCO) contract. A contract may be made with prospective bidders to operate an in service (Government-owned) facility to provide laundry and dry cleaning service for Government-owned items.

NOTE:

The GOCO contractor may perform work for individual military members only if it is at no cost to the Government.

3. Operating Procedures:

3.1. The base operates laundry and dry cleaning facilities using operations and maintenance (O&M) APFs.

3.1.1. The plant manager budgets for all portable and support equipment using APFs.

3.1.2. The base supports fixed-plant operations in the same way they support other base APF activities.

3.2. All Government-owned, fixed-plant operations use commercial machinery and equipment to provide complete laundry, dry cleaning, and finishing services.

4. Planning New Facilities and Changes. The base commander budgets new facility construction through the Military Construction Program (MCP).

4.1. Personnel submit preliminary plans to rehabilitate, alter, modernize, expand, or reduce an existing facility to Headquarters Air Force Services Agency, Laundry and Lodging Branch (HQ AFSVA/SVHOL), 10100 Reunion Place, Suite 401, San Antonio TX 78216-4138, for preliminary review. Final approval of plans will be made by Headquarters United States Air Force Director of Services (HQ USAF/SV).

4.2. The Assistant Secretary of the Air Force for Manpower, Reserve Affairs, Installations, and Environment (SAF/MI) certifies projects to construct, replace, or reactivate a Government-owned laundry or dry cleaning facility.

5. Conducting Inventories. The plant manager conducts inventories so as not to interrupt normal plant production and service schedules.

5.1. Plant managers conduct Government property inventories according to schedules that the major command (MAJCOM) sets up.

5.2. Plant managers conduct customer inventories at least monthly at each collection point.

5.3. Plant managers review plant equipment allowances annually (by 10 June) ensure that the plant capacity satisfies:

- Current operating programs (budget estimates).
- Projected emergency plans.

6. Handling Day-to-Day Customer Issues:

6.1. Air Force laundry and dry cleaning plants may accept personal checks as payment for individual services.

6.2. Personnel will properly dispose of unclaimed clothing and other articles left at the plant according to AFMAN 34-253.

6.2.1. Unclaimed clothing and other articles left by customers at Air Force-operated plants are accountable items. Plant personnel must make every attempt to locate and notify the owner (or next of kin, heir, or legal representative) of their plans to dispose of unclaimed property.

6.3. Customers may file a claim against a laundry and dry cleaning plant for articles lost, damaged, or destroyed while at the plant IAW AFMAN 34-253. .

7. Available Cleaning Services. AFMAN 34-253 lists different types of service provided by Air Force laundry and dry cleaning facilities.

8. Setting and Adjusting Cleaning Prices:

8.1. Base contracting negotiates service prices for contracted facilities.

8.2. The plant manager bases GOGO organizational and individual piece prices on the guidance provided in AFMAN 34-253.

9. Maintaining Production Records, Standards, and Quality Control. The plant manager maintains production records by using the production records and standards listed in AFMAN 34-253, Attachment 2.

10. Keeping Air Force Laundry and Dry Cleaning Plants Organized:

10.1. The plant manager organizes laundry and dry cleaning plants into separate departments usually one for each processing center.

10.2. The plant manager carefully routes, regulates, and controls the work flow to maximize productivity.

10.2.1. Clean plant departments at regular intervals to maintain:

- Environmental sanitation.
- Health standards.
- Comfort.
- Employee morale.

10.2.2. Use Table 1 as a reference for cleaning Government-owned items:

Table 1. Cleaning Schedule for Government-Owned Items.

Item	Intervals of Cleaning
Sheets and pillow cases	Weekly (when in use) or upon change of occupant in temporary quarters
Mattress covers, pads, and bedspreads	At least monthly, more often spreads in hot climates
Blankets, pillows, and pillow shams	At least quarterly, more often in hot climates
Curtains and draperies	Semiannually
Rugs and carpeting	As required by use, but at least annually
Sleeping bags, field jackets,	As required by use and before returning items and flying clothing to storage
Other organizational property	As required by use and before returning items
Cold-weather clothing	Periodically according to use and before storing

Section B—Conducting Linen Exchange

| 11. Purpose:

11.1. A base linen exchange is a requirement Air Force-wide. Organizational alignment at the base level is normally under lodging. Manpower authorizations are separate for linen exchange, and these authorizations are assigned their own functional account code.

11.2. The Services squadron commander or division chief maintains a linen exchange operation to meet the base's linen and organizational items cleaning requirement. AFMAN 34-253 lists the linen and organizational items authorized to be cleaned with Air Force APFs through the base linen exchange.

11.3. The linen exchange operation provides the focal point for exchanging linen for our dormitory residents and the numerous organizations requiring their authorized items cleaned. The linen exchange personnel must be trained as quality assurance evaluators (QAE) to monitor the commercial linen contract.

11.4. To reduce appropriated funded manning in linen exchange, the base has two other options.

11.4.1. Option one is to establish a contractor operated centralized linen exchange point.

11.4.2. Option two is to establish pick up and delivery points versus a centralized linen exchange facility. A standard Performance Work Statement (PWS) to establish these contracts can be obtained from HQ AFSVA/SVOHL, 10100 Reunion Place, Suite 401, San Antonio TX 78216-4138 or by calling DSN 487-8875.

12. Salvaging Linen Items. Linen exchange personnel issue linen items that are no longer fit for their intended use as wiping and cleaning rags. AFMAN 34-253 explains the proper measures to take in salvaging linen items.

13. Managing Inventory. The linen exchange manager performs a complete inventory on the last workday of March and September of each year. The manager will use AF Form 905, **Linen Exchange Inventory Report**, to record the results of the inventory. This completed inventory form is maintained at base level. Use AF Form 904, **Daily Linen Exchange Transactions**, from each of the prior six months to assist in preparing the AF Form 905. AFMAN 34-253 explains how to prepare these forms.

13.1. Where administrative errors caused overages or shortages, use and attach AF Form 85, **Inventory Adjustment Voucher**, to correct records. This form will be certified by the linen exchange manager and approved by the Services commander or division chief.

13.2. A departing linen exchange manager and the newly appointed manager transfer accountability by conducting a joint inventory of linen.

13.2.1. Both managers prepare certificates of transfer according to [Figure 1.1](#) and sign them on the day they transfer the account. The original copy will be kept on file.

Figure 1. Format for Certificate of Transfer.

CERTIFICATE OF TRANSFER

Date _____

"I certify that the balance shown on the property records kept by this organization

(Indicate organization)

on the above date or last document number is correct to the best of my knowledge, and that I have delivered the property on this date into the custody of _____

(Name of receiving person)

(Person being relieved of property)

"I certify on this date that I have received from _____, my

(Name of transferring person)

predecessor, all property of the above designated organization, for which my predecessor was responsible, as shown on the property records, and assume responsibility for its custody.

(Person receiving property)

(Services Commander or Division Chief)

Section C—Responsibilities

14. United States Air Force Director of Services (HQ USAF/SV). The Director of Services:

- Develops policy for Air Force laundry and dry cleaning and linen exchange programs throughout the Air Force.
- Reviews and decides upon all base proposals to change a source of service to or from an Air Force operated facility or other DoD plant operation.
- Approves the setting up, renovating, or expanding of fixed facilities.
- Approves major changes in operation, services, or programs including closing an activity.

15. Air Force Services Agency, Director of Operations (HQ AFSVA/SVO). The director of operations:

- Manages the Air Force laundry and dry cleaning services and linen exchange program.

- Provides operational and management reviews, analyses, and assistance and advises commands, bases and activities on laundry and dry cleaning operations and services.

16. MAJCOM Director of Services (MAJCOM/SV). The MAJCOM Director of Services oversees command laundry and dry cleaning plants, activities, and services, and issues command directives, as necessary

17. Services Squadron Commander or Division Chief. The Service squadron commander or division chief:

- Oversees on-base plant facilities and linen exchange operations.
- Negotiates support agreements or commercial contracts (in the absence of on-base facilities) between the military services.
- Annually reviews the current method of providing laundry and dry cleaning to ensure that it is both economical and satisfactory to users.

18. The Laundry and Dry Cleaning Plant Manager. The plant manager:

- Manages the base laundry and dry cleaning plant.
- Ensures that personnel maintain satisfactory service time to those authorized customers in AFMAN 34-253. (NOTE: "Service time" is the total time that it takes personnel to clean an item and return it to the customer).
- Advises the MAJCOM through the installation commander and Services commander or division chief when regular service times exceed established service times over a period of 30 workdays.
- Submits correspondence and reports concerning policy, plant operation, services, dry cleaning issues, through command channels, to HQ AFSVA/SVOHL.
- Provides laundry, dry cleaning, alteration and repair services for individual clothing when the installation commander authorizes and when the facility is able, on a reimbursable basis.
- Repairs Government-owned items when the installation commander authorizes and when the facility is able, on a reimbursable basis.
- Ensures applicable requirements in OSHA 29 CFR 1910.264, Laundry Machinery and Operations, are in compliance.

19. The Linen Exchange Manager. The linen exchange manager (for those bases with a central pickup point):

- Coordinates, directs, controls, and schedules the receipt, collection, exchange, and distribution of linen exchange items to and from authorized users (dormitory managers, organizations, and individuals).
- Monitors contracts covering linen exchange items that commercial or Government facilities wash or dry clean and acts as the quality assurance evaluator (QAE) to ensure that the contractor meets the terms of the contract. (Applies only to bases that are not contracted out).
- Keeps a reserve quantity of stock for emergency purposes and for immediate stock replacement after salvaging action
- Budgets for replacement linen (sheets, pillow cases, blankets, etc.) for exchange purposes only.

20. Dormitory Managers and Base Organizations. These parties:

- Obtain linens directly from the base supply charging the unit dormitory management account, which the host base funds.
- Control and issue linen items to assigned people on AF Form 228, **Furnishings Custodial Receipt and Condition Report**, or AF Form 1297, **Temporary Issue Receipt**.
- Check and update AF Forms 1297 once every 6 months.
- Issue, recover, and account for linen items.
- Budget for the linen needs of the organization.

21. Forms Prescribed: AF Form 85, **Inventory Adjustment Voucher**.

AF Form 228, **Furnishings Custodial Receipt and Condition Report**.

AF Form 904, **Daily Linen Exchange Transaction**.

AF Form 905, **Linen Exchange Inventory Report**.

AF Form 1297, **Temporary Issue Receipt**.

PATRICK O. ADAMS, Brig Gen, USAF
DCS/Director of Services

Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, AND ACRONYMS

References

Department of Defense Directive, 7410.4, Industrial Fund Policy, 1 July 1988

AFPD 34-2, Air Force Community Service Programs

AFMAN 34-253, Laundry, Dry Cleaning, and Linen Exchange

OSHA 29 CFR 1910.264, Laundry Machinery and Operations

Abbreviations and Acronyms

AF—Air Force

AFI—Air Force Instruction

AFMAN—Air Force Manual

APF—appropriated funds

AFPD—Air Force Policy Directive

COCO—contractor-owned, contractor-operated

DoD—Department of Defense

GOCO—government-owned, contractor-operated

GOGO—government-owned, government operated

HQ AFSVA—Headquarters Air Force Services Agency

HQ AFSVA/SVOHL—Headquarters Air Force Services Agency, Laundry and Lodging Branch

HQ USAF/SV—United States Air Force Director of Services

MAJCOM—major air command

MAJCOM/SV—Major Air Command Director of Services

MCP—Military Construction Program

QAE—Quality Assurance Evaluator

O&M—operations and maintenance

PAS—Privacy Act Statement

PWS—Performance Work Statement

QAE—quality assurance evaluators

SAF/MI—Assistant Secretary of the Air Force for Manpower, Reserve Affairs, Installations, and Environment